

## **OBSERVATION REPORT #42 - REVISED**

**KPMG Consulting received unexpected order responses when following Verizon documentation for a supplemental order to cancel the original order.**

### **Issue**

KPMG Consulting received multiple unexpected order responses after submitting a supplemental order PON 079031NN0X000013\*AC, to cancel an original order. KPMG Consulting submitted the supplemental order with the Supplement (SUPP) Type = "1" to cancel the original order on November 1, 2000. According to the Verizon Order Business Rules, version 4.4.1,<sup>1</sup> the Response Type (RT) field identifies the type of local response being returned to the customer. KPMG Consulting initially received a response with the RT = "C," signifying a firm order confirmation in response to the request to cancel. KPMG Consulting expected the RT = "N" to identify a notice of cancellation.

On November 3, 2000, KPMG Consulting contacted the TISOC requesting the status of the order. The TISOC confirmed that the order had been cancelled and recognized that the local response did not reflect the cancellation. The TISOC informed KPMG Consulting that the local response would be corrected to reflect the proper response type with due date. On November 8, 2000, KPMG Consulting received a new local response for this order reflecting the November 1 due date (DD). However, the RT field remained "C" and was not corrected to "N".

KPMG Consulting contacted the TISOC on November 9, 2000 to further investigate this issue. The TISOC supervisor confirmed that the local response was sent without the corrected response type. Furthermore, the TISOC supervisor confirmed that the order was sent with the RT = "C" having referred to outdated version 4.3.1 of the Order Business Rules. The TISOC then corrected the RT field to reflect "N" based on the current Order Business Rules, version 4.4.1 and resent a third local response.

On 11/30/00, Verizon stated that this issue was due to a rep error and committed to sending KPMG Consulting the training documentation. On 12/7/00, KPMG received the training documentation and closed this observation. On 12/14/00, KPMG reported receiving the same unexpected responses when submitting supplemental orders to cancel original orders and therefore re-opened this observation. The following is a sample of the PONs that experienced this issue:

071031NN0X000008\*AA  
071031NN0X000009\*AB  
071031NN0X000010\*AB

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<sup>1</sup> *Verizon Order Business Rules LSOG 4, version 4.4.1*, publication date: August 2000, release date: September 2000.

071031NN0X000011\*AB

### **Assessment**

Incorrect response information from the TISOC may impede the ability of CLECs to complete orders resulting in longer intervals between customer orders and the processing of CLEC orders.